Symposium OPEN IVR
Getting Started Guide

Product release: 4.0
Document release: Standard 1.0
Date: July 1998

Copyright © 1998 Northern Telecom
All rights reserved

Printed in United States of America

Information is subject to change without notice. Northern Telecom reserves the right to make changes in design or components as progress in engineering and manufacturing may warrant.

Symposium, OPEN IVR, and Nortel are registered trademarks of Northern Telecom in the U.S. and Canada. Meridian 1 is a registered trademark of Northern Telecom.APERTUS EXPRESS is a registered trademark of Computer Network Technology, Inc. DEC and VT420 are registered trademarks of Digital Equipment. Corporation. HP, LaserJet, and ThinkJet are registered trademarks of Hewlett-Packard Company. INGRES and OPENINGRES are registered trademarks of Ingres Corporation. ODT is a registered trademark of On Demand Technology. Oracle is a registered trademark of Oracle Corporation. UNIX is a registered trademark of Novell, Inc. WINDOWS NT is a registered trademark of Microsoft Corporation. SCO is a registered trademark of The Santa Cruz Operation, Inc. X Window System and X are trademarks of the Massachusetts Institute of Technology.

Publication history

July 1998

The Standard 1.0 issue of the *Getting Started Guide* for Release 4.0 Symposium OPEN IVR is released.

Contents

About this guide **vii**

Who should use this guide vii
Chapters in this guide. vii
Symposium OPEN IVR 4.0 documentation viii
Conventions used in this guide x
Mouse button conventions xi

1 Introduction to Symposium OPEN IVR **1-1**

Overview of Symposium OPEN IVR 1-1
System components 1-1
Symposium OPEN IVR software 1-2
System architecture 1-3

2 Accessing OPEN IVR **2-1**

Overview 2-1
User accounts and passwords 2-1
Access privileges 2-2
Access to the Service Console Interface (SCI) 2-5
Logging in and out 2-6
Screen lock feature 2-8

3 System interface **3-1**

Overview of the system interface 3-1
Standard window features 3-1
Navigating through Symposium OPEN IVR 3-3
The desktop 3-4
About the desktop windows 3-5
System Console window 3-7
Control Panel 3-8
UNIX shell 3-9

Opening the UNIX shell 3-9
Exiting from the UNIX shell 3-9
Icons window 3-10
Background menu 3-11

4 Symposium OPEN IVR Control Panel tools 4-1
Overview of the Symposium OPEN IVR tools 4-1
Accessing the AP software. 4-2
Control Panel 4-2
Administration tools 4-3
Information Database Editor 4-4
Report tools 4-5
Application tools. 4-6
Prompt Management tools. 4-7
SmartHelp 4-8

Glossary Glossary-1

Index Index-1

About this guide

Who should use this guide

This guide provides a general introduction to Symposium OPEN IVR, Release 4.0. It is intended for use by system administrators and users, or by anyone unfamiliar with the system.

Chapters in this guide

This guide contains the following chapters.

About this guide

This chapter introduces the book, lists the documentation in the Symposium OPEN IVR documentation, and presents the conventions used in the documentation suite.

Chapter 1, "Introduction to Symposium OPEN IVR"

This chapter provides an overview of Symposium OPEN IVR software and hardware and explains how to access the system.

Chapter 2, "Accessing OPEN IVR"

This chapter provides information about access levels, and instructions for logging on and off the system.

Chapter 3, "System interface"

This chapter describes the standard features of the Symposium OPEN IVR system interface.

Chapter 4, "Symposium OPEN IVR Control Panel tools"

This chapter briefly explains the Symposium OPEN IVR system tools and how to access them.

Symposium OPEN IVR 4.0 documentation

These are the documents in the Symposium OPEN IVR Release 4.0 documentation suite.

Document	NT number/ A0 number
Symposium OPEN IVR 4.0 Getting Started Guide	NTVE8201 A0732100
Symposium OPEN IVR 4.0 Product Guide	NTVE8202 A0732101
Symposium OPEN IVR 4.0 System Administration Guide	NTVE8203 A0732102
Symposium OPEN IVR 4.0 Application Development Guide	NTVE8209 A0732108
Symposium OPEN IVR 4.0 Cell Catalog	NTVE8208 A0732107
Symposium OPEN IVR 4.0 Installation, Upgrade, and Maintenance Guide	NTVE8204 A0732103
Symposium OPEN IVR Planning and Engineering Guide	NTVE8205 A0732104
Symposium OPEN IVR 4.0 Error Messages Guide	NTVE8206 A0732105
Symposium OPEN IVR 4.0 Web Option Guide	NTVE8210 A0732109
Symposium OPEN IVR 4.0 SQL Server User Guide	NTVE8216 A0732115
Symposium OPEN IVR 4.0 Service Console Interface Reference Manual	NTVE8207 A0732106
Symposium OPEN IVR 4.0 VT100 Host Connectivity Configuration and Development Guide	NTVE8221 A0732120
Symposium OPEN IVR 4.0 Text-to-Speech Option Guide	NTVE8213 A0732112
Symposium OPEN IVR 4.0 Speech Recognition Option Guide	NTVE8212 A0732111

Document	NT number/ A0 number
Symposium OPEN IVR 4.0 Fax Option Guide	NTVE8211 A0732110
Symposium OPEN IVR 4.0 CAS and ISDN Signaling Option Guide	NTVE8214 A0732114
Symposium OPEN IVR 4.0 Integration Package for Meridian Link User Guide	NTVE8215 A0732113
Symposium OPEN IVR 4.0 Prompt Import Utility Guide	NTVE8218 A0732117
Symposium OPEN IVR 4.0 SNA Host Communications Guide	NTVE8227 A0732774

Conventions used in this guide

This guide uses several typographic conventions to highlight certain types of information:

- Items that appear on the Symposium OPEN IVR screens are identified in quotes. For example:

  the “Timeout” part of the parameters window

- Prompts, file and menu names, directories, accounts, and options appear in a different typeface. For example:

  `/sci>`

  `sci/install` menu

  `/u/nortel/3270/getbalance.act` file

- Symposium OPEN IVR buffer names appear in all uppercase characters. For example:

  the CURRENT MESSAGE buffer

- Field names appear in italics. For example:

  the *Device* field

- Items you must type appear in bold in a different typeface. For example:

  type `tn5250` at the prompt

- Variables shown in command lines appear in italics. For example:

  the `host_cfg`*n* file, where *n* is a variable representing a board number

- Key names you press appear in angled brackets. For example:

  the <F1> key

- Keyboards usually have keys named <Return> or <Enter> that perform the same function. For convenience, this guide uses the keyname <Enter> to represent both keynames.

Mouse button conventions

Symposium OPEN IVR uses a three-button mouse. This guide refers to the mouse buttons as follows.

Button	Text
left mouse button	MB1
middle mouse button	MB2
right mouse button	MB3

Symposium OPEN IVR uses the following terminology to refer to using the mouse.

Click

Point to a button or text, and then press and release MB1 once.

Double-click

Point to a button or text, and then press and release MB1 twice in rapid succession.

Drag and drop

Press MB1 or MB2 to select a window, hold down the mouse button, and move the mouse until the pointer reaches the location you want. Then release the button.

Scroll

Position either MB1 or MB2 on the scroll bar, click, and move the mouse up or down to move the scroll bar.

> ***Note:*** To scroll up or down in UNIX shell windows, click the scroll bar using MB2, and then move the mouse until the pointer reaches the desired location. To scroll one line at a time, place the pointer in the scroll area and click the up or down arrow using MB3.

Chapter 1: Introduction to Symposium OPEN IVR

Overview of Symposium OPEN IVR

In this guide, you learn the basics of the Symposium OPEN IVR (Interactive Voice Response) Release 4.0 system.

The Symposium OPEN IVR 4.0 product family is a portfolio of switch-independent, feature-rich IVR products. Voice response gives callers access to information through the telephone using DTMF and speech recognition.

With IVR, the caller can interact with on-line host computers and databases. For example, a caller could

- retrieve up-to-date account information from their bank
- inquire about the status of policies from their insurance company
- make inquiries about travel reservations from an airline
- register for a course at their local college

System components

Symposium OPEN IVR Release 4.0 runs on an Intel-based Application Processor (AP). The AP uses SCO UNIX 5.0.4c as its operating system. SCO UNIX provides the IVR system's graphical environment.

Symposium OPEN IVR combines up to four Multimedia Resource Units (MRS) with one or two general purpose Application Processor s (APs) to provide a versatile application development and/ or runtime environment. The MRS provides the information processing environment (e.g voice, fax, voice-recognition, text-to-speech) and the telco network interfaces. The AP provides the environment for the development of IVR applications and the management/control of the IVR product.

Symposium OPEN IVR is available on unfolded and folded configurations. An unfolded system consists of an AP and MRS on separate servers. Up to two APs and four MRSs can be connected.

A folded system combines the AP and MRS onto one server called an MRS/AP. No additional MRSs can be added to an MRS/AP.

Symposium OPEN IVR software

Symposium OPEN IVR offers two types of software:

- Development
- Run-time

Both of these systems run on the same hardware. The differences between them are software-based. Both systems have essentially the same tool set, that is, the graphical desktop. You access the tools from the menu in the same way for both systems.

AP software runtime

The runtime package enables you to execute and manage, but not modify, OPEN IVR applications. To modify or develop new applications, you will need a Development license to run the IVR Developer.

AP software development

The development package allows you full access to an Application Editor that allows you to create and edit AP software applications.

The Development AP is offered with a choice of two development licenses, as outlined below:

- **Dedicated Development Environment (DDE)**

  This option permits a single developer and one other user, such as a Service Engineer, to operate concurrently on a single AP.

- **Shared Development Environment (SDE)**

  This option permits up to four (4) developers and one other user, such as a Service Engineer, to operate concurrently on a single AP.

  Note: The Symposium OPEN IVR guides focus mainly on the Development software and illustrates how you access system tools from the desktop. The tools are arranged in the same order in both environments.

System architecture

Symposium OPEN IVR Release 4.0 offers these server platforms to suit your site's specific requirements.

MRS/Tower

The MRS/Tower platform is comprised of an Application Processor and a Multimedia Resource Server (MRS/Tower).

MRS/Rack

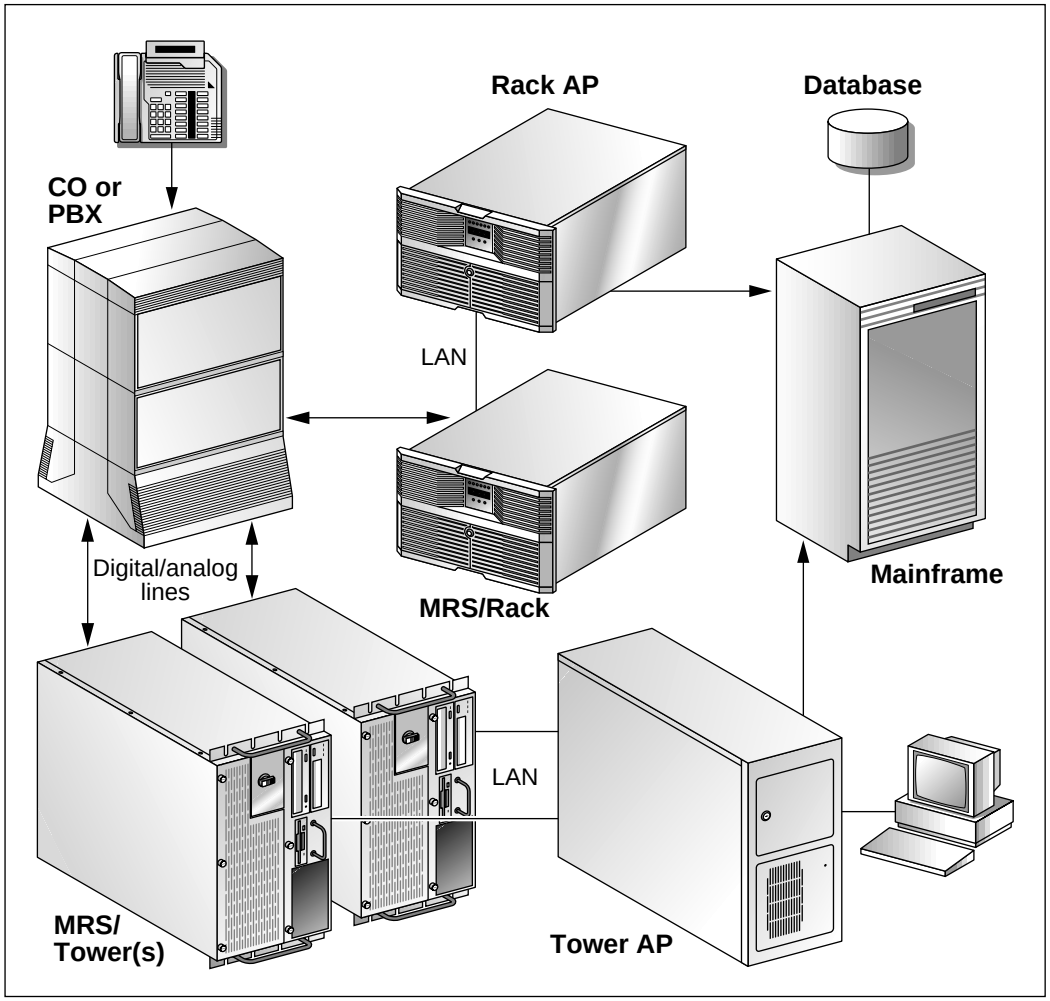
The MRS/Rack platform is comprised of an Application Processor and a Multimedia Resource Server (MRS/Rack).

MRS/AP

The MRS/AP is a single unit that includes both the Multimedia Resource Server (MRS) and the Application Processor (AP). The MRS/AP has the functionality of the other platforms but is contained in a single hardware unit.

Figure 1-1 shows examples of the Symposium OPEN IVR components.

Figure 1-1: Sample Symposium OPEN IVR components



For detailed information about the system architecture, refer to the *Symposium OPEN IVR Product Guide*.

Chapter 2: Accessing OPEN IVR

Overview

Access to Symposium OPEN IVR 4.0 is determined by assigned user privileges at a variety of levels. Depending on the level of authorization, you can restrict access to various features, and prevent unauthorized personnel from disrupting normal system operation.

User accounts and passwords

Several user IDs and accounts are available on your Symposium OPEN IVR system. Each user ID and account has different access privileges. The following table summarizes the user ID and account passwords.

Application Processor		MRS/AP		MRS/Rack or MRS/Tower	
User ID	**Password**	**User ID**	**Password**	**User ID**	**Password**
		user	user1	user	user1
		admin	admin1	admin	admin1
		service	service1	service	service1
nortel	nortel1	nortel	nortel1		
root	root1	root	root1	root	root1

Note: Passwords may be modified by a user with `root` privileges.

Access privileges

The following access levels are available for *Symposium OPEN IVR 4.0*:

- service, admin, user and root from the SCI
- nortel from the SCO login dialog box

root

The `root` account has the most powerful level of access. By logging in at the `root` level, the Nortel Field Service Engineer or trained service personnel can access all levels of the *OPEN IVR 4.0* system with no restrictions.

Use this account to perform installations and customize trunk and other system parameters, including passwords. Only trained service personnel should log in as `root`.

The `service` account has access to the following menu items:

```
config-  Display & modify system configuration parameters.
setup-   Display & modify the current hardware setup.
log-     Display the system event log.
files-   Perform file management functions.
status-  Perform system status functions.
reset-   Perform a full MRS reset.
install- Perform software installation functions.
diag -   Perform system diagnostics functions.
admin-   Perform account administration functions.
maint-   Perform system maintenance functions.
quit-    Log out of the service console.
```

CAUTION

Risk of system corruption

The `root` account, which is the most powerful level of access, has no restrictions and has access to all levels of the OPEN IVR system. Mistakes made when logged in as `root` can affect system integrity.

service

By logging in to the `service` account, the Nortel Field Service Engineer or trained service personnel can access the SCI with maintenance-level privileges.

Use this account to perform installations and customize trunk and other system parameters. The `service` account has privileges of `admin` plus the `setup` menu option. Only trained service personnel should log in as `service`. Mistakes made while logged in as service can disrupt calls.

The `service` account has access to the following menu items:

```
config-  Display & modify system configuration parameters.
setup-   Display & modify the current hardware setup.
log-     Display the system event log.
files-   Perform file management functions.
status-  Perform system status functions.
reset-   Perform a full MRS reset.
install- Perform software installation functions.
diag -   Perform system diagnostics functions.
admin-   Perform account administration functions.
maint-   Perform system maintenance functions.
quit-    Log out of the service console.
```

CAUTION
Risk of call disruption

Mistakes made when logged in as `service` can disrupt calls.

admin

On-site system administrators can log in to the `admin` account to access the administration level for managing day-to-day operation of the MRS.

The `admin` account has all the privileges of `user`, plus access to the `reset`, `install`, and `diag` menu items. Mistakes made while logged in as `admin` can disrupt calls.

The `admin` account has access to the following menu items:

```
config-  Display & modify system configuration parameters.
log-     Display the system event log.
files-   Perform file management functions.
status-  Perform system status functions.
reset-   Perform a full MRS reset.
install- Perform software installation functions.
diag -   Perform system diagnostics functions.
admin-   Perform account administration functions.
maint-   Perform system maintenance functions.
quit -   Log out of the service console.
```

CAUTION
Risk of call disruption

Mistakes made when logged in as `admin` can disrupt calls.

user

Users who only need to check the system status or are involved in the daily operation of the MRS can log in to the `user` account, which accesses the System Status level with the least privileges.

The `user` account has very low privileges (for example, monitoring). Logging in as `user` does not allow you to directly alter files. The `user` account has access to the following menu items:

```
config-  Display & modify system configuration parameters.
log-     Display the system event log.
files-   Perform file management functions.
status-  Perform system status functions.
admin-   Perform account administration functions.
quit -   Log out of the service console.
```

Access to the Service Console Interface (SCI)

The Service Console Interface (SCI) is a maintenance tool for the MRS that enables you to do the following:

- install or remove MRS software packages
- monitor the MRS
- diagnose system problems

Service Console functionality is partitioned into different levels of access:

- root
- service
- admin
- user

This partitioning allows you to restrict access to SCI features and prevent unauthorized personnel from disrupting normal system operation.

To use the SCI, you must log in to one of these valid SCI accounts. Use a terminal directly connected to the MRS, a modem communication over a telephone line, or an X-terminal over the local area network to which the MRS is connected.

Accessing the SCI

To access the SCI, proceed as follows.

1 Type the access level name (e.g., root) at the command line, and press <Enter>.

2 Type the appropriate password, and press Enter.

Logging in and out

This guide assumes that you have installed and started your Symposium OPEN IVR system. When you start up the system on the AP, the login window appears. You can now log in to the system.

Figure 2-1: Symposium OPEN IVR login window

Logging in to the system

1 In the SCO login box, type the following account name:

`nortel`

Note: The `nortel` account has the same privileges as the `service` account, plus access to all `nortel` files. Refer to “service” on page 2-3 for furtther information.

2 In the password box, type the following password:

`nortel1`

3 Press <Enter>.

CAUTION
Risk of system corruption

The `nortel` account has the same privileges as the `service` account. In addition, `nortel` has access to all `nortel` files.
Mistakes made when logged in as `nortel` can affect OPEN IVR system integrity.

Logging out of the system

1 With the pointer on the desktop, click MB1, and select `Exit` from the root Background Menu.

You are asked to confirm that you want to log off the system.

2 Click `OK` to log off, or click `Cancel` if you do not want to log off.

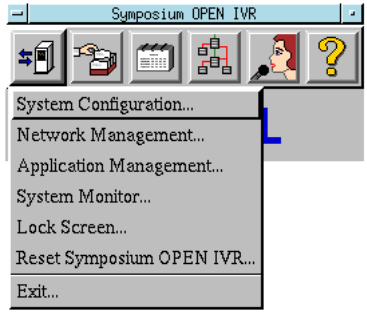
Screen lock feature

Symposium OPEN IVR enables you to lock your screen on the AP while you are away from your computer, which prevents others from using your terminal.

Locking the screen

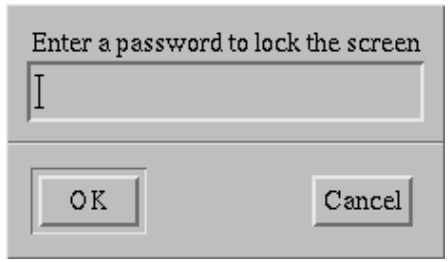
1 Using MB1, click the Administration Tools button on the Symposium OPEN IVR Control Panel.

The system displays the Symposium OPEN IVR Administration Tools menu.



Click the `Lock Screen` tool.

The window appears on the desktop.



2 Using MB1, click the text entry box.

3 Type a password.

Note: Select a password that you can remember because, once you change it, only this password will unlock your screen. Passwords are case-sensitive. You must remember if you entered your password in uppercase or lowercase letters. Contact your Nortel (Northern Telecom) service representative if you have a password problem.

4 Using MB1, click `OK` to lock the screen.

Note: To quit without locking the screen, click `Cancel`.

Symposium OPEN IVR locks the screen.

Unlocking the screen

1 To unlock the screen, click the text entry box using MB1.

2 Type the Lock screen password.

3 Using MB1, click `Unlock`.

Chapter 3: System interface

Overview of the system interface

The Symposium OPEN IVR desktop on the AP provides a user-friendly interface.

Standard window features

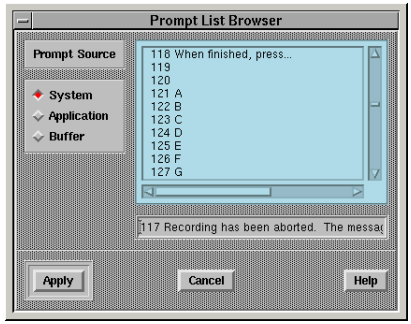
Symposium OPEN IVR makes use of standard window features which permit you to make selections, move around in your applications, and specify text when needed.

The controls for these activities, shown in Figure 3-1, include buttons, sliders, and data entry boxes. Selection lists (shown in a scrolling window called the browser) enable you to choose specific files or applications.

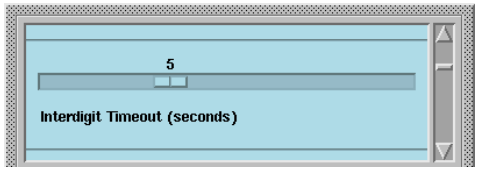
Figure 3-1: Standard window features

Buttons
Selects between two options

Browser
Displays a list of options



Slider
Moves a switch over a range of values



Text entry box
Text typed from the keyboard appears in a box

Navigating through Symposium OPEN IVR

You can access Symposium OPEN IVR tools using either the mouse or keyboard. For information about using the mouse to navigate, see “Mouse button conventions” on page xi in this guide.

You may find it easier to access commonly used options directly from the keyboard by using a mnemonic key or a keyboard accelerator.

Mnemonic keys

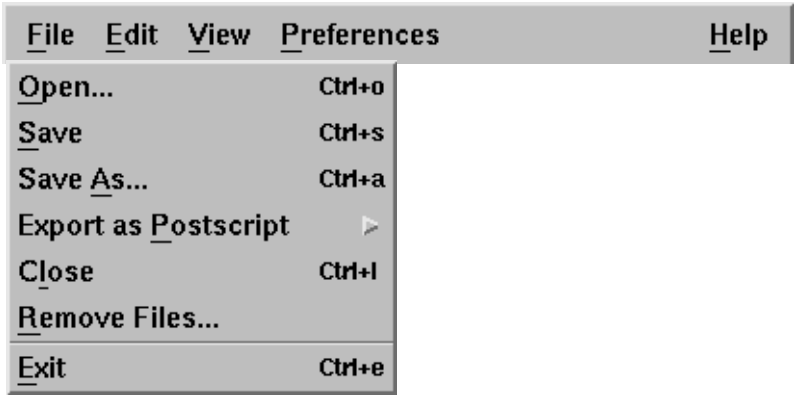
Typically, a mnemonic key or keyboard accelerator is one of the characters in the option’s name which is identified by an underscore, such as the `File` option in Figure 3-2. When you type a specific mnemonic key, the system either displays a tools menu or selects an option from a particular menu.

Figure 3-2: Sample tool bar

To display the available options for a tool, press <Alt+mnemonic key>. For example, to see the File options, press <Alt> while pressing <F>.

To select an option from a list as shown in the example in Figure 3-3, type only the mnemonic key. For example, to save the current file, press <S>.

Figure 3-3: Menu display from a Control Panel option

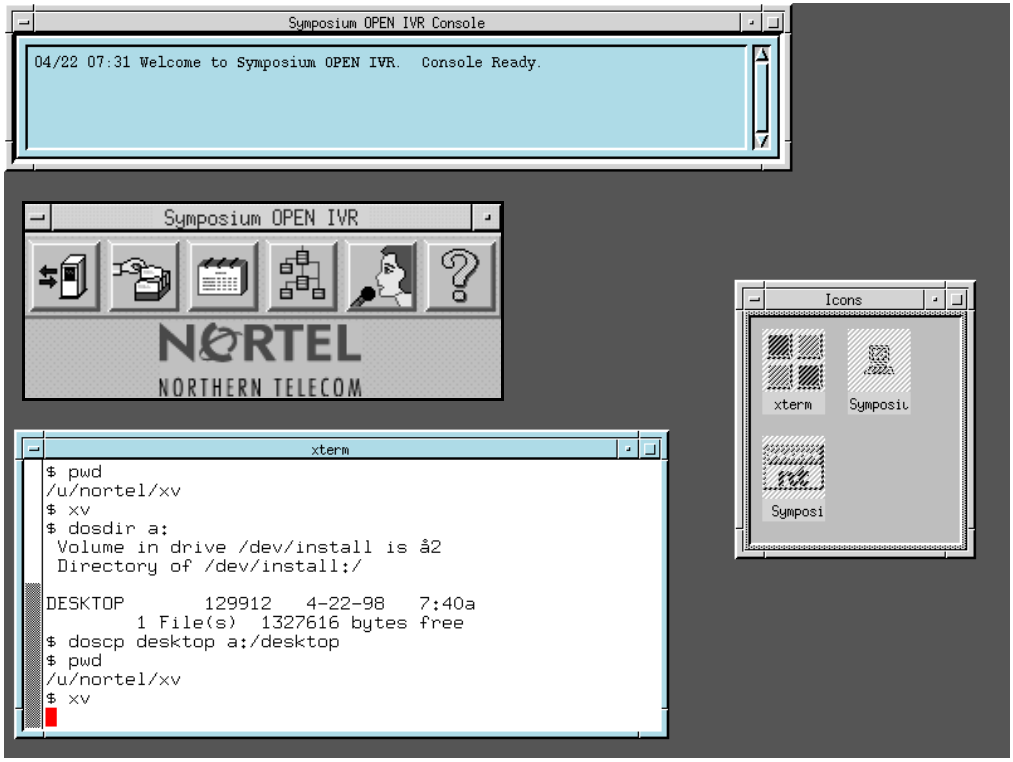


Use the arrow keys to move through the options. To select a highlighted option, press <Enter>, or press the displayed key combination (such as <Ctrl> <E> to exit).

The desktop

The following figure shows the desktop as it appears when Symposium OPEN IVR starts. The parts of each window are described in “About the desktop windows” on page 3-5. Descriptions of the windows begin on page 3-7.

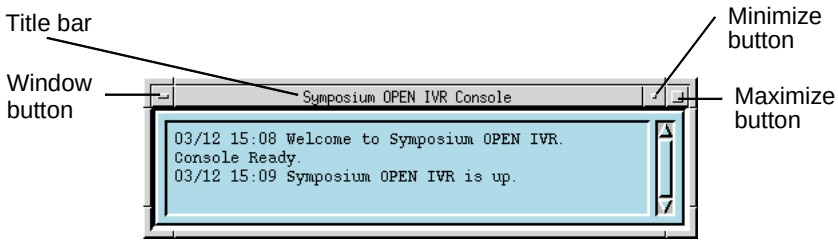
Figure 3-4: Symposium OPEN IVR startup desktop



About the desktop windows

The title of the window appears at the top in the title bar. Each window has three buttons that can be used to change the appearance of the window.

Figure 3-5: Window layout



Title bar

The title bar displays the title of the window.

Minimize button

The minimize button is a small square located in the upper right corner of the window. Clicking this button using MB1 closes the window, and its icon appears in the Icons window, as shown on page 3-10. To restore a window from its icon, double-click the icon using MB1.

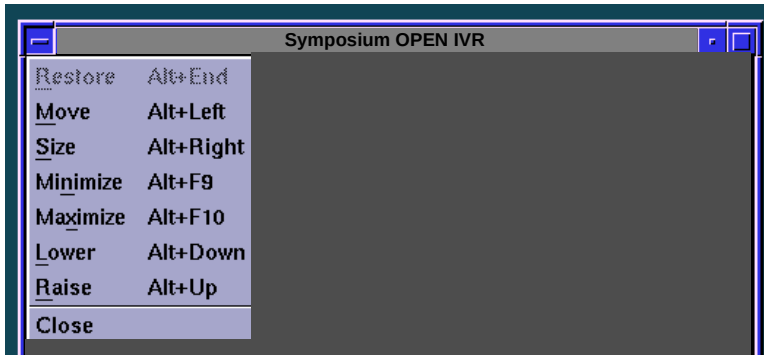
Maximize button

The maximize button is a large square located in the upper right corner of the window. Clicking this button using MB1 enlarges the window to fill the entire desktop. To return the window to its normal size, click the maximize button using MB1.

Window button

The window button, located in the upper left corner of the window, shows a line. Clicking this button using MB1 accesses a menu as shown in the following figure. Menu options that appear as grey shadows are not available.

Figure 3-6: Window button menu



After you access the menu, you can choose one of its options. (Click outside the menu to dismiss it without making a selection.)

> ***Note:*** Windows have different options; each window does not have all the options shown.

Restore

Use this option to open the window.

Move

Use this option to drag the window to a new position on the desktop.

Size

Use this option to resize the window. Click the corner using MB1, and then drag the mouse until the window is the correct size. Then click again using MB1.

Minimize

Use this option to close the window. The closed window's icon is then displayed in the Icons window.

Maximize

Use this option to open a minimized window or to make an open window fill the entire screen.

Lower

Use this option to move the window to the background.

Raise

Use this option to move the window to the foreground.

Close

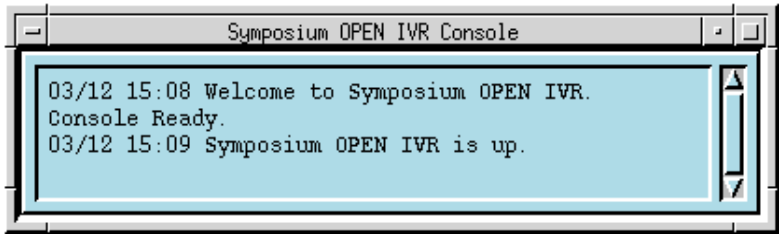
Use this option to minimize the window. Its icon is then displayed in the Control Panel window.

> ***Note:*** Using the `Close` option only minimizes the window, which is then displayed as an icon in the `Icons` window. It does not enable you to exit from the window or from any tool that is running.

System Console window

The System Console window (referred to in the documentation as the System Console) provides user information and error messages related to AP software activity. Through the console, you can constantly monitor the AP software's performance. The information displayed in the System Console enables you to debug simple system problems and keep track of the AP software's overall performance. Figure 3-7 shows an example of the System Console window.

Figure 3-7: System Console



The System Console can hold up to 40 kbytes of messages in a scrollable buffer. When the console messages exceed 40 kbytes, the console removes the earliest messages 4 kbytes at a time to make room for additional messages. To create a permanent record of selected console messages, you can use the mouse to cut or copy them from the screen and paste them into a file.

The System Console is always active while you are logged in to the AP software account.

Refer to the *Symposium OPEN IVR Error Messages Guide* for a complete list and description of the messages that appear on the System Console.

Note: If no error messages are being displayed, you may have to perform an *admingen stop* and *start* to reset the system. Refer to Chapter 9, "Tools" in the *System Administration Guide* for information regarding the admingen tool.

Control Panel

The Control Panel displays buttons representing the system administration and application development tools that are available from the Control Panel. (see Figure 3-8).

Figure 3-8: Control Panel window

The Control Panel buttons are explained in Chapter 4, "Symposium OPEN IVR Control Panel tools".

Exiting from the Control Panel

1. Exit from all the active tools windows.
2. Click System Administration, and then click `Exit`.
3. To close the window, click `OK` using MB1, or click `Cancel` to return to the desktop.

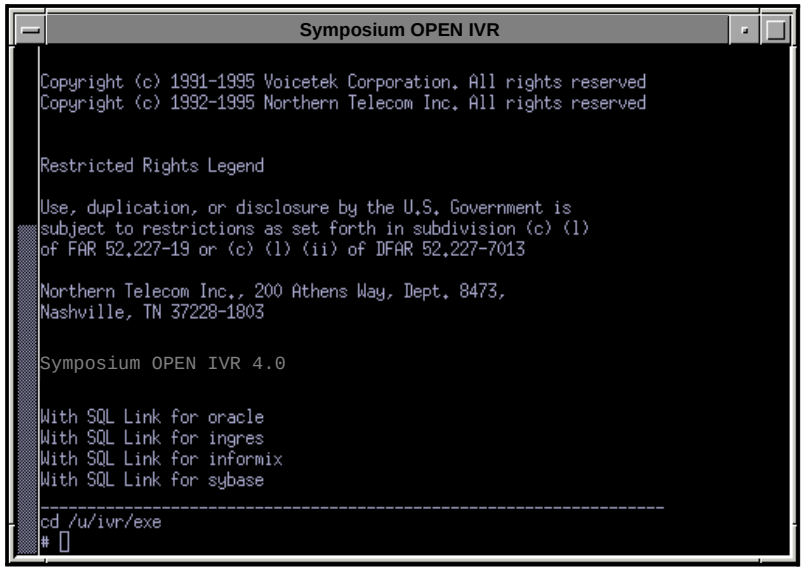
CAUTION
Risk of data loss

Never double-click the upper left corner to close the Control Panel window. Click `System Administration`, click `Exit`, and then confirm.

UNIX shell

The UNIX shell is the window in which you type your UNIX commands. The commands are then executed by the system.

Figure 3-9: UNIX shell


Symposium OPEN IVR
Copyright (c) 1991-1995 Voicetek Corporation. All rights reserved
Copyright (c) 1992-1995 Northern Telecom Inc. All rights reserved
Restricted Rights Legend
Use, duplication, or disclosure by the U.S. Government is
subject to restrictions as set forth in subdivision (c) (1)
of FAR 52.227-19 or (c) (1) (ii) of DFAR 52.227-7013
Northern Telecom Inc., 200 Athens Way, Dept. 8473,
Nashville, TN 37228-1803
Symposium OPEN IVR 4.0
With SQL Link for oracle
With SQL Link for ingres
With SQL Link for informix
With SQL Link for sybase
cd /u/ivr/exe
#

Opening the UNIX shell

To open the UNIX shell, follow these steps.

1. Using MB1, click anywhere on the desktop.

   The system displays the Background menu.

2. From the Background menu, select `System V Shell`.

Exiting from the UNIX shell

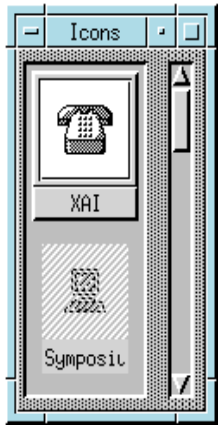
To exit from the UNIX shell window, type `exit,` and then press <Enter>.

Icons window

The Icons window displays the status of the other windows on the desktop. It shows you which window is active (the window you are working in), and which windows are open. When a window is active but not open, a box appears around the icon. When the window is active and open, the icon is shown without a box around it. The top icon in Figure 3-11 displays a window that is active but not open. The bottom icon displays a window that is both active and open.

When the Icons window becomes full, a scroll bar appears at the bottom of the window. To scroll to other icons that are not visible, click the scroll bar using MB1. Alternatively, you may resize the window so that all icons are visible.

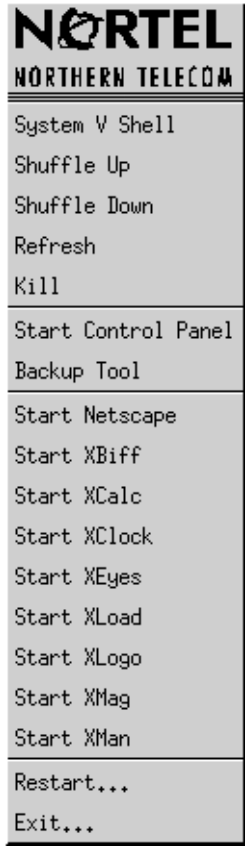
Figure 3-11: Icons window



Background menu

To access the Background menu directly from the desktop, click MB1 with your cursor positioned on the background screen.

Figure 3-12: Background menu



The following are brief explanations of the Background menu options.

System Vshell

Use this tool to open a new UNIX shell.

Shuffle Up

If windows are stacked on each other (cascaded on the desktop), select Shuffle Up to move one of the lower windows to the top.

Shuffle Down

If windows are stacked on each other (cascaded on the desktop), select Shuffle Down to move the top window down.

Refresh

Use this tool to repaint the desktop.

Kill

Use this tool to terminate a Symposium OPEN IVR process.

Start Control Panel

Use this tool to open the Control Panel.

Backup Tool

Use this tool to open the Backup Tool on the desktop window.

Start XBiff

Use this tool to check whether you have mail.

Start XCalc

Use this tool to start up a calculator program.

Start XClock

When you select `Start XClock`, the system displays the clock window. The window displays the time set in the UNIX software. To close `Start XClock`, double-click the box in the upper left corner using MB1.

Start XEyes

Use this tool if you cannot find your mouse pointer. When the mouse is moved, the eyes follow the pointer on the screen.

Start XLoad

When you select `Start XLoad`, the system displays a window showing the current system capacity in use. To close this window, double-click the box in the upper left corner using MB1.

Start XLogo

Use this tool to start the XWindows logo.

Start XMag

Use this tool to magnify a portion of the screen. Move the mouse pointer box over the information you want to magnify, and then release MB1.

Start XMan

Access the online reference manual for XWindows using this tool.

Restart

When you select `Restart`, the Symposium OPEN IVR core software stops and then restarts.

Exit

Use this tool when you want to exit from the IVR desktop.

Chapter 4: Symposium OPEN IVR Control Panel tools

Overview of the Symposium OPEN IVR tools

The Application Processor (AP) software for Symposium OPEN IVR provides robust, easy-to-use speech application development and deployment. This software runs on the AP connected to an MRS.

AP software offers the following key features:

- graphical development tools
- integrated host communications support
- support for developing IVR applications for the Web
- speech recognition support
- integrated database management
- multilingual application support
- integrated facsimile support
- graphical prompt editor
- text-to-speech support

This chapter presents an overview of the AP software tools that support these features. You access these tools through the Symposium OPEN IVR Control Panel shown in Figure 4-1.

Accessing the AP software

To log in to your system, follow this step.

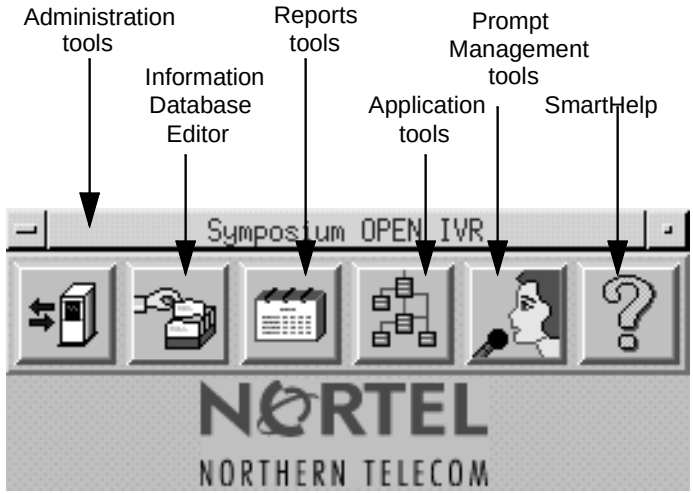
1 When the system is finished booting, at the SCO Login window, log in as `nortel`.

The Symposium OPEN IVR Control Panel and the System Console come up automatically.

Control Panel

Figure 4-1 shows the Control Panel. The buttons displayed in the Control Panel enable you to access the development and management tools within the AP software.

Figure 4-1: Control panel



From the Control Panel, you can access the following:

- Administration tools
- Information Database Editor
- Reports tools
- Application tools, including the Application Editor and Customizable User Cell Builder
- Prompt Management tools
- SmartHelp

Administration tools

Administration tools provide a menu-driven interface that you use to configure and control your OPEN IVR system. Administration tools enable you to do the following:

- Configure your system.
- Assign multiple applications to the telephone ports that will run them.
- Monitor the MRSs used by the AP.
- Configure the Simple Network Management Protocol (SNMP).
- Lock the screen.
- Reset Symposium OPEN IVR.

For more information about the Administration tools, refer to the *Symposium OPEN IVR System Administration Guide*.

To access the Administration tools, follow these steps.

1 Using MB1, click the Administration tools button on the Symposium OPEN IVR Control Panel.

The system displays the Symposium OPEN IVR Administration tools menu.

2 From the menu, select the tool you want to use.

The window for the tool appears on the desktop.

Note: Use the mouse to resize or move the window. Then click MB1 to release the window on the desktop.

Information Database Editor

The Information Database Editor is a menu-driven utility within the AP software that creates two types of databases:

- a message database that applications use to collect and store messages from callers
- an information database that the AP software uses to store data, in the form of character strings, that can be used as part of the application

For more information about the Information Database Editor, refer to the *Symposium OPEN IVR System Administration Guide*.

To access the Information Database Editor, follow these steps.

1 Using MB1, click the Information Database Editor button on the Symposium OPEN IVR Control Panel.

2 From the menu, select `Information Database`.

The window for the Information Database Editor appears on the desktop.

Note: Use the mouse to resize or move the window. Then click MB1 to release the window on the desktop.

Report tools

Report tools from the Control Panel enable you to access information about system activity. You can find out how many calls the AP software has received according to day of the week, hour of the day, or trunk. You can also monitor the events on any or all of the trunks and MRSs controlled by your AP.

For more information about the available reports, refer to the *Symposium OPEN IVR System Administration Guide*.

> ***Note:*** Report Writer and perl executable files are now installed automatically. Therefore, the installation script no longer prompts you to install Report Writer software. The system does not display any messages about installing Report Writer. You can use the perl executable files to access Report Writer and any other perl software. Access the standard perl software package at the web site www.perl.com.

To access the Report tools, follow these steps.

1 Using MB1, click the Report tools button on the Symposium OPEN IVR Control Panel.

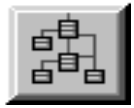
The system displays the Symposium OPEN IVR Report tools menu.

2 From the menu, select the report you want to use.

The window for the report appears on the desktop.

Note: Use the mouse to resize or move the window. Then click MB1 to release the window on the desktop.

Application tools



The Application tools menu includes the Application Editor, which, on a Development system, enables you to lay out your call flow graphically on a drawing board. When you complete your application, it is an executable file ready to be loaded and run.

The Application tools menu also includes the Customizable User Cell Builder, which enables you to create and modify customized cells (based on the USER cell). You then use these cells in the Application Editor. With Cell Builder, you specify a customized icon that you select from your cell palette and place on the drawing board.

> ***Note:*** You must code the actual functionality for the cell in a separate `usr.c` file.

For more information, refer to the *Symposium OPEN IVR 4.0 Application Development Guide*, which explains USER functions.

To access the Application tools, follow these steps.

1 Using MB1, click the Application tools button on the Symposium OPEN IVR Control Panel.

The system displays the Symposium OPEN IVR Application tools menu.

2 From the menu, select the tool you want to use.

The window for the tool appears on the desktop.

Note: Use the mouse to resize or move the window. Then click MB1 to release the window on the desktop.

Prompt Management tools

Prompt Management tools provide several prompt management utilities. The Prompt Loading Facility enables you to record your own prompts and load them into the MRS for distribution. You can also update existing prompts without disrupting your current service.

You can record your prompts directly on to the MRS in three ways:

- with a telephone
- with a microphone
- with pre-recorded media

If your MRS is connected to an Ethernet network, you can use the Prompt Loading Facility to move prompts from the MRS to the AP and distribute them to the other MRSs.

Prompt Management tools also provide access to the graphical System Prompt Editor. This provides a graphical interface in which you can edit your prompts.

For more information about the Prompt Management tools, refer to the *Symposium OPEN IVR System Administration Guide*.

To access the Prompt Management tools, follow these steps.

1 Using MB1, click the Prompt Management tools button on the Symposium OPEN IVR Control Panel.

The system displays the Symposium OPEN IVR Prompt Management tools menu.

2 From the menu, select the tool you want to use.

The window for the tool appears on the desktop.

Note: Use the mouse to resize or move the window. Then click MB1 to release the window on the desktop.

SmartHelp

SmartHelp provides context-sensitive information about the different Control Panel tools available from the button menus.

To access SmartHelp, follow these steps.

1. Using MB1, click the SmartHelp button on the Symposium OPEN IVR Control Panel.

   The system displays the Symposium OPEN IVR SmartHelp window.

2. Use the mouse to resize the window, and move it to the side of the desktop so that you can access the Control Panel.

3. As you click on other Control Panel buttons and display the menus, information for the appropriate button is displayed in the SmartHelp window.

4. To close the SmartHelp window, click the "`Dismiss`" button at the bottom of the SmartHelp window.

Glossary

This glossary provides definitions of many terms used in the documentation for Symposium OPEN IVR. Some of these terms may have additional meanings not described here.

3270 protocol

A set of communication rules used by workstations designed for use with IBM mainframe computers.

5250 protocol

A set of communication rules used by terminals designed for use with application system computers, such as AS/400, as well as earlier IBM system computers (36 and 38).

acoustic coupler

A device (such as the Audio Interface Unit) used to interface between sound equipment and a port on the MRS/AP.

ACTLU

An SNA command code used to activate the logical unit.

ACTPU

An SNA command code used to activate the physical unit.

Administration Tools

A set of tools, accessible from the Symposium OPEN IVR Control Panel, used to configure and control the Symposium OPEN IVR system.

ADSI

Analog Display Services Interface. The Bellcore standard defining the protocol used for the flow of information between a piece of telephone equipment (such as a switch, server, or voice mail) and a subscriber's telephone, PC, data terminal, or other device with a screen.

agent

A person whose primary role is to handle customer calls that are transferred from a queue within a call center.

AID

Attention identifier. The key that interrupts the operation of the host to process the current terminal input.

A-law

A form of Pulse Code Modulation (PCM), in which the code word maps nonlinearly to the signal value. A-law code words are 8 bits wide. A-law is used for the B channel in ISDN.

Analog Display Services Interface

See ADSI.

ANI

Automatic Number Identification. A protocol implemented in some trunk cards that records the calling number.

ANSI

American National Standards Institute.

AP

Application Processor. A computer or workstation running the AP software in a distributed configuration. Symposium OPEN IVR combines one or more APs with from one to four Multimedia Resource Servers (MRSs) with a general-purpose Application Processor (AP) to provide a versatile application development and run-time environment. The AP provides the environment for developing, managing, and controlling the IVR applications. *See also* MRS/AP.

AP software

Nortel's premiere voice application development and management software package that runs on the Application Processor (AP).

API

Application Programming Interface. Software libraries that enable the development of applications in a new environment, which communicate with applications in the legacy system. Software libraries that provide a standard access to services provided by a software package.

application

1 In Symposium OPEN IVR, a customized program that controls activity on one or more telephone trunks connected to an MRS voice system.

2 On a host computer, any type of program that carries out a task.

application developer

A person who creates Symposium OPEN IVR applications.

Application Editor

A utility used to graphically create or edit interactive voice response applications.

application processor

See AP.

Application Programming Interface

See API.

applicationid

A required hidden field defined in the static Web page that points to the OPEN IVR application to be executed. The name of the IVR application matches the name loaded by the Application Manager on the application server. Do not include the `.vpf` extension.

ASR

See Automatic Speech Recognition.

asynchronous transmission

A data transmission mode in which each character is transmitted independently, using a start bit and stop bit to frame the bits representing the character.

Attention identifier

See AID.

Automatic Number Identification

See ANI.

Automatic Speech Recognition

The ability of a machine to understand spoken input.

barge-in

See voice cut-thru.

bind

The SNA command code used to initiate a session.

branch

A pathway from one cell in an application to the next cell.

buffers

A part of computer memory used to store information from one cell and pass it to another cell.

caller

A person whose phone call is received or originated by a Symposium OPEN IVR application.

call flow

A diagram of a Symposium OPEN IVR application.

Call Logic Interpreter

See CLI.

cell

The basic element of an application. Each cell causes some action to be performed—for example, playing a prompt to a caller. Each cell has a set of branches to other cells. After the cell performs its action, it determines which branch the application should follow to the next cell.

channel

1 A telephone trunk within a cluster of MRSs.

2 A path of communication between the AP and a communications or transmission facility. Channel sequences can span multiple MRSs, and their numbering starts at zero (0). Also referred to as a **port**.

CLI

Call Logic Interpreter. Acts as a virtual machine which manages memory for IVR applications.

CO

Central Office.

COMA cell

A Symposium OPEN IVR cell that cancels a transaction in a VT100 terminal session or with an SNA host. It does not terminate the session itself.

COMI cell

A Symposium OPEN IVR cell that sends input to an SNA host application or a VT100 terminal session using the TRS process.

COMO cell

A Symposium OPEN IVR cell that receives output from an SNA host application or VT100 terminal session through the TRS process.

common vocabularies

Subvocabularies that are grouped together because of common word content (such as DIGITS and YES/NO subvocabularies).

compound macro

A macro provided by the OPEN IVR CGI script that allows a template page to construct Simple Data fields through concatenation.

conditional construct

A control construct provided by the OPEN IVR CGI script that allows a template page to conditionally control segments of the dynamic Web page generations based on whether data is found in the Output dictionary.

config.pl

The configuration file used by the OPEN IVR CGI script that contains the base path locations of the CGI programs and the HTML documents. The file is placed onto the Web server during the AP software Web Option installation.

continuous recognition

The ability to recognize speech input without awareness of explicit word end points.

Control Panel

The Symposium OPEN IVR panel containing the buttons from which you can access the Administration, Information Database Editor, Report, Application, Prompt Management, and SmartHelp tools.

Control Point name

A name that uniquely identifies a node within an SNA network. The name must be unique within the network, or APPN (5250) directory searches do not work properly.

CP

Control Point. A node within an SNA network.

CTI

Computer-telephone integration.

cut-thru

See voice cut-thru and barge-in.

database

A collection of related information arranged for ease and speed of retrieval.

Database Management System

See DBMS.

data link

The connection from an SNA node to other adjacent nodes in the network. A data link is connected to a computer system through a physical port on a communications adapter.

DBMS

Database Management System. Software that allows you to logically organize data in a table format consisting of columns and rows.

dftlnextpage

A required hidden field defined in the static Web page that points to the name of the default template page. The default template page is used in cases where the IVR application concludes without pushing a template page through a PDAT cell.

Dialed Number Identification Service

See DNIS.

DID

Direct inward dialing. A protocol used by some telephone equipment that allows callers to dial directly to an extension within a telephone system without going through a switchboard.

Direct inward dialing

See DID.

discrete recognition

The ability to recognize speech input based on a small interval of silence between words.

DNIS

Dialed Number Identification Service. A feature of 800 and 900 numbers, in which the number dialed or a portion of it is sent to the MRS and stored in the DIGITS buffer in OPEN IVR.

DTMF

Dual Tone Multi-Frequency. Touchtone (push button) dialing. DTMF is used to encode digits over analog telephone lines. Applications can collect information from callers by having them press telephone keys to create DTMF tones.

DTMF only mode

The default data input mode used by a Symposium OPEN IVR application to process caller input.

Dual Tone Multi-Frequency

See DTMF.

EHLLAPI

Extended High Level Language Application Programming Interface. An API that allows you to search through the host screens for specific data and conduct actions on the data. This is also called screen scraping.

emulation

Imitating a computer or computer system with a combination of hardware and software. Enables programs written for one computer to be run on another.

eXchange Identification

See XID.

EXEC

The cell that executes an OPEN IVR application on the current channel.

Extended High Level Language Application Programming Interface

See EHLLAPI.

falsing

A condition in which certain frequencies in a voice recording are incorrectly interpreted as DTMF tones. In some applications, false DTMF tones may cause the system to perform unwanted activities, such as selecting menu choices, terminating playback, or hanging up prematurely.

field

The specific location of information (data) within a record in a relational database.

gain

The increase in signal power, measured in decibels, when the signal is boosted by an electronic device.

gap rejection error

An error that occurs when the caller speaks before the speech recognizer is ready to accept input.

GDAT

Play Prompts and Get Data. A cell that allows you to play one or more prompts and collect up to 16 digits of input from the caller.

ground start

A method of signaling on the trunk in which one side of the two wires (typically the ring wire) is momentarily grounded to obtain a dial tone. This type of signal is normally used with PBXs.

hook-flash

Depressing and releasing the plunger or handset-cradle on a telephone.

host computer

A networked computer that provides applications and services to other networked computers. The VT100 Gateway product sends information to and receives information from the host computer via the TRS. For the SNA gateway, a host is an IBM computer that supports the SNA communication protocol.

host link

The ability of Symposium OPEN IVR to communicate with other host computers supported by one of the OPEN IVR gateway products. *See also* COMA cell, COMI cell, and COMO cell.

Image Button macro

A macro provided by the OPEN IVR CGI script that allows a Web page to use images as a method for providing data for the IVR application.

index

A subvocabulary.

information database

See database.

Information Database Editor

A utility used to create a message or information database, and to edit an information database.

Input Data macro

A macro provided by the OPEN IVR CGI script that allows a template page access to the data contained in the current Input dictionary.

Input dictionary

A container for data being passed from the Web browser to the IVR application by the OPEN IVR CGI script.

Iterator macro

A macro provided by the OPEN IVR CGI script that allows a template page to access the value of an iterator during expansion.

IVR

Interactive Voice Response.

IVR Developer

A licensed component of AP software that provides application development tools to graphically create or edit interactive voice response applications.

language

A group of words within a vocabulary that are common to a specific people (for example, English, French, or German). A vocabulary may contain words from only one language or be multilingual with words from two or more languages (for example, North American English/Spanish).

large vocabulary

A vocabulary domain consisting of more than 16 words (for example, corresponding to the equivalent DTMF keys on the telephone keypad).

link

A physical connection between two devices.

link station

A logical connection between two endpoints over a physical data link, such as an SDLC link or a token-ring Local Area Network. On any SDLC logical connection between two stations, one station is the primary station and the other station is the secondary station. The role of each side may be pre-configured to be primary or secondary, or may be defined as negotiable, in which case the role is determined at connect time. For SDLC stations, the role is configured in the Data Link definition. For each link station, the secondary station address must be configured. This is the address assigned to the secondary station and is contained in all frames transmitted on the connection. The token-ring data link represents a physical connection to a token-ring LAN. For each configured link station, the following are specified: (1) Local Service Access Point (SAP) address, (2) Remote SAP address and (3) the Remote MAC address. Most commonly, the local and remote SAP addresses are 04. The remote MAC address must be configured to match the address of the remote node.

logical unit

See LU.

Loop Iterator construct

A construct provided by the OPEN IVR CGI script that gives a template page the ability to process large amounts of Output dictionary data without needing to reference each individually.

loopstart

A method of signalling on the trunk in which a supervisory signal is given (by taking the phone off the hook). Loopstart seizes the line by bridging the resistance of the tip and ring wires of the telephone line to obtain a dial tone. Loopstart signalling is normally used for single lines or key systems.

LU

Logical unit. A port through which a user accesses the SNA network to communicate with other users and gain access to network resources. LUs are typically SNA terminals or print devices. They are configured under link stations in the Express software.

LU6.2-based file transfer

A protocol for high-performance cooperative processing, used as a file transfer mechanism. The cornerstone of LU6.2 is the concept of a pair of transaction programs (TCP/IP and SNA); file transfer and print sharing are implemented with companion programs, one on each target system.

maplist

A listing showing the association between vocabulary words and the hexadecimal codes passed to your IVR applications.

MF tones

Multifrequency tones. These are tones used by ANI. Symposium OPEN IVR applications can receive and store MF digits when the ANI option is in use.

M-law

Aso called mu-law or µ-law. A form of Pulse Code Modulation (PCM), alternative to A-law. M-law is used for the B channel of T1 streams.

mode

Refers to the subvocabulary that is currently active. The VINP cell selects the common or unique (sub)vocabulary. Speech recognition operates in this mode until another VINP cell changes the subvocabulary.

MRS

Multimedia Resource Server. Symposium OPEN IVR combines one or more Multimedia Resource Servers (MRSs) with a general-purpose Application Processor (AP) to provide a versatile application development and/or run-time environment. The MRS provides the telephony, information processing (voice, fax, speech recognition, and text-to-speech) environment.

MRS/AP

A single unit that runs a “folded” configuration; that is, a configuration that includes both the Multimedia Resource Server and the Application Processor. The MRS/AP contains the functionality of the other platforms, but in a single hardware unit.

MRS/Rack

A unit comprising a rack-mountable Application Processor and a rack-mountable Multimedia Resource Server. The MRS has an unfolded configuration interface with the AP via Ethernet or Token Ring. Multiple MRS/Racks can be installed in racks and stacked to take up less room.

MRS/Tower

The MRS/Tower platform is comprised of an Application Processor and a Tower Multimedia Resource Server. The MRS has an unfolded configuration interface with the AP via Ethernet or Token Ring.

Mu-law

See M-law.

multifrequency tones

See MF tones.

Multimedia Resource Server

See MRS.

network ID

A name that uniquely identifies an SNA network. Nodes and LUs are addressable entities in an SNA network. The names of the CPs and LUs must be unique within a single SNA network. The names of network addressable units are comprised of two parts: the network name, followed by a period, followed by the LU (or CP) name. Each of the two elements that make up the network qualified name can be 1 to 8 characters long, so that the fully qualified name can be up to 17 characters long (including the period).

node

A grouping composed of an AP (running Symposium OPEN IVR) connected to one or more MRSs.

ODBC

Open Database Connectivity. A standards-based API that allows database clients to be configured to access a wide array of ODBC-compliant servers.

Open Database Connectivity

See ODBC.

Output Data macro

A macro provided by the OPEN IVR CGI script that allows a template page access to the data contained in the current Output dictionary.

Output dictionary

A container for data being passed from the IVR application to the OPEN IVR CGI script.

parameter

A variable used to define the function of Symposium OPEN IVR cells. You set parameters in the parameter window for each cell (when using the Application Editor), or in the cell window (when using the character-based Application Editor).

PBX

Private Branch Exchange. A private phone system that allows communication within a business and between the business and the public telephone system.

PCM

Pulse Code Modulation. A method that uses a sequence of discrete integers as code words to describe a time-varying signal. Each integer code word describes the signal level at a point in time.

PDAT

Play Prompts with Data. A cell that allows you to play prompts to announce the contents of a buffer. The buffer content is read according to the specified type.

Physical Unit

See PU.

PRGS

Call Progress Detection.

port

A path of communication between the AP and a communications or transmission facility. Port sequences can span multiple MRSs, and their numbering starts at zero (0). Also referred to as a **channel**. *See also* trunk.

private branch exchange

See PBX.

prompt

A voice recording that helps lead a caller through a Symposium OPEN IVR application.

Prompt Management tools

A set of tools, accessed from the Symposium OPEN IVR Control Panel, that is used to record, load, and update prompts.

PU

Physical Unit. Hardware or software, or both, that provides services that manage the physical resources associated with an SNA network node.

pulse code modulation

See PCM.

QCMD

An advanced SQL cell capable of performing functions which would otherwise require using C language and embedded SQL programming through a USER cell. You can also use the QCMD cell to perform multistatement SQL transactions within a particular application.

QCNT

A cell that allows you to execute an SQL SELECT COUNT statement to return the number of rows in a table that match specific criteria.

QDEL

SQL DELETE. A cell that allows you to delete selected rows in a database table.

QDS

SQL Data Server Manager. A process that distributes the SQL database access workload among data server interface processes.

QINS

SQL INSERT. A cell that allows you to insert a row of data into a database table.

QROW

SQL RETRIEVE A ROW. A cell that allows you to sort through the multiple rows returned when you use the QSEL cell or the QCMD cell to select multiple rows. The QROW cell retrieves up to one complete row from these returned rows.

QSEL

SQL SELECT. A cell that allows you to retrieve rows of data from a database that match the criteria you specify on the QSEL parameter page.

QUPD

SQL UPDATE. A cell that allows you to modify values in an existing row in a database table.

record

1 To store sound on tape or disk for later play back.

2 In a database, a group of related data items (fields) treated as one item.

recognizer

Hardware/software that attempts to interpret caller speech and match it to the currently active vocabulary domain.

rejection error

An error that occurs when speech input does not closely match words in the active subvocabulary.

remote node name

A parameter used to identify a remote node when configuring a connection to an adjacent node. This parameter consists of two parts: the Network ID and the CP Name. If this is a host connection being used for 3270 or LU 0 sessions, the `Remote CP Name` parameter is not required, unless adjacent node identity verification or incoming connections require it. If the connection is being used for LU 6.2 sessions (5250), then the setting of the remote CP name is very important.

Reports tools

A set of tools, accessed from the Symposium OPEN IVR Control Panel, that is used to generate reports about the system's activities.

screen scraping

See EHLLAPI.

SDLC

Synchronous Data Link Control. A data communications protocol developed by IBM, and used by SNA.

Send Fax

See SFAX.

sense code

An SNA error code returned by the IBM host application.

session

1 A connection to a host computer as defined in the `trs.conf` and `vt100.ctl` files, representing a terminal connection.

2 A connection between two systems for the exchange of user data. Sessions are between logical units (LUs).

SFAX

Send Fax. Cell that sends one or more faxes to a destination fax machine.

Simple Data macro

A macro provided by the OPEN IVR CGI script that allows a template page to access the value of the Input dictionary not associated with data designated for the IVR application such as the required field, applicationid.

small vocabulary

A vocabulary domain consisting of up to 16 words (for example, which can be mapped to the DTMF keypad).

SNA

Systems Network Architecture. A group of IBM protocols that define how IBM computers (and any other computer that uses the SNA protocol) transmit and receive data. This protocol is also used by many other computer hardware and software manufacturers. It presumes an underlying transport such as SDLC, token-ring, Ethernet, or X.25.

socket

An end point (portal) from one TCP/IP application to another.

soft utterance error

An error that occurs when the caller does not speak loudly enough to overcome a signal-to-noise rejection (SNR).

speaker verification

A method for determining the identity of the speaker.

speaker-dependent

Having the ability to recognize speech input from individuals who have "trained" the device to match their unique speech patterns.

speaker-independent

Having the ability to recognize speech input from a wide-array of individuals without training.

spurious response error

An error that occurs when an extraneous noise (for example, a cough) is recognized as a word in the vocabulary. This error can be corrected by prompting the caller to confirm the input.

SQL

Structured Query Language. A type of relational database. SQL statements and commands are used from an interface with SQL-based ANSI-compliant relational and non-relational database management systems (DBMS) to allow applications to retrieve, insert, update, and delete information stored in the supported databases.

station

The physical device to which you communicate.

Structured Query Language

See SQL.

subscriber

A person serviced by a voice processing application (such as voice mail).

substitution error

An error that occurs when the recognizer classifies the wrong word for the spoken word (for example, substitutes “one” when “nine” is spoken).

subvocabulary

A subset of a vocabulary that contains a range of templates. A subvocabulary of the downloaded vocabulary is assigned to each recognizer.

Synchronous Data Link Control

See SDLC.

system administrator

A person responsible for configuring MRSs, installing and running Symposium OPEN IVR applications, managing prompts, and running reports.

Systems Network Architecture

See SNA.

TCP/IP

Transmission Control Protocol/Internet Protocol. A protocol, originally developed for U.S. military communication, that has become a de facto standard worldwide and the protocol of choice for backbone routing of data traffic. It presumes an underlying communications capability such as token-ring or Ethernet.

Telco

Telephone company.

template

1 An ASCII file used by the TRS process to manage the SNA terminal session.

2 An ASCII file used by the TRS process to manage the VT100 terminal session.

3 A binary pattern representing a word or utterance.

template expansion

A procedure that is performed by the OPEN IVR CGI script based on a specified template page. Expansion is relative to the current Input and Output dictionaries. Expansion evaluates the contents of the template page to generate a dynamic Web page.

template page

A file containing HTML constructs and OPEN IVR CGI macros that is used during template expansion for generating a dynamic Web page.

terminal emulation

Allows users in a non-IBM environment to log in to the applications running in the legacy (IBM) environment just as if they had legacy environment terminals (3270 and 5250).

Terminal Resource Server

See TRS.

transaction

The function performed by a set of action and screen template files when executed by the TRS.

Transmission Control Protocol/Internet Protocol

See TCP/IP.

TRS

Terminal Resource Server. The Symposium OPEN IVR process that manages the assignment of system resources to the Host Link products.

trunk

A communication line between two switching systems, frequently referred to as a port. Trunk numbering starts at 1.

unbind

The SNA command code used to terminate a session.

utterance

A speech made by a caller.

validation tag

An identifier on the host screen that uniquely identifies the screen to the host link.

validation tag offset

An entry in the screen template that specifies the row and column of the validation tag.

VINP cell

An OPEN IVR cell which toggles data input mode between voice input and DTMF only (default) mode.

vocabulary file

A binary file that contains representations (templates) of words or utterances. The vocabulary file is downloaded to the recognizer board prior to enabling Automatic Speech Recognition.

voice cut-thru

Accepts caller speech while a prompt is still playing.

voice input mode

When enabled by the VINP cell, this mode allows the OPEN IVR application to accept both voice and DTMF input.

voice storage number

See VSN.

VSN

Voice storage number. Internal numbering system used by the MRS for prompts, messages, and faxes (if the fax option is installed); Symposium OPEN IVR uses its own numbering system.

VT100 terminal

Terminal type emulated by the VT100 Gateway product.

vtkcgi.cgi

OPEN IVR Common Gateway Interface (CGI). This CGI script provides the communication between the Web browser and the IVR application.

Web channel

A channel configured on the Web MRS for World Wide Web access into the IVR application through a “call” mechanism.

wink

A momentary interruption in single frequency tone that indicates the distant central office (CO) is ready to receive the digits that were just dialed.

X-Window Application Editor

See XAE.

XAE

X-Window Application Editor. Another term for the Application Editor.

XID

eXchange Identification. When two nodes first establish communications, they exchange identification information in data link level data units called XIDs. There are two XID formats (Format 0 and Format 3). Format 3 is the recommended format. The XID contains a 32 bit value called an exchange identifier. The first 12 bits are the block ID, and typically identifies the IBM product that is sending the XID. AS/400 systems use 0x056 as the block ID. Express uses 0xe05 as the block ID. The next 20 bits represent the node ID. Some systems, such as host nodes, use this ID, rather than the CP name, to identify the partner node during XID negotiation. If the system is connecting to a host node, then the configured block ID and node ID must match the value configured at the Host.

Index

A

access
  AP software, 4-2
  privileges, 2-2
  restricted, 2-2
  root level, 2-2
access level
  admin, 2-4
  root, 2-2
  service, 2-3
  user, 2-5
accessing the SCI, 2-6
admin access level, 2-4
administration tools, 4-3
AP software
  accessing, 4-2
  Dedicated Development Environment (DDE), 1-2
  development package licensing, 1-2
  runtime package licensing, 1-2
  Shared Development Environment (SDE), 1-3
Application tools, 4-6
architecture, system, 1-3
authorization
  access privileges, 2-2

B

Background menu, 3-11
Backup Tool, 3-12
button
  maximize, 3-5
  minimize, 3-5
  window, 3-5

C

components OPEN IVR, 1-4
console, accessing, 4-2
Control Panel, 3-8, 4-2
  exit, 3-8
  option, menu display from a, 3-3
  tools, 4-1

D

Dedicated Development Environment (DDE), 1-2
desktop, 3-4, 3-5

E

Exit, 3-13
  from Control Panel, 3-8
  from UNIX shell, 3-9

F

feature, screen lock, 2-8

I

Icon Manager Window, 3-10
Icons window, 3-10
Information Database Editor, 4-4
interface, system, 3-1
introduction to Symposium OPEN IVR, 1-1

K

Keyboard
  mnemonic keys, 3-3
  navigating, xi
Kill tool, 3-12

L

log out, 2-6
login, 2-6

M

maximize button, 3-5
menu
  Background, 3-11
  display from a Control Panel option, 3-3
  window button, 3-6
Meridian IVR
  GUI Main Menu, 3-8
  miscellaneous features, screen lock, 2-8
Meridian IVR UNIX shell See UNIX shell
minimize button, 3-5
mnemonic keys, 3-3
mouse button
  menus, 3-11
MRS/AP, 1-3
MRS/Rack, 1-3
MRS/Tower, 1-3

N

navigating through Symposium OPEN IVR, 3-3

O

OPEN IVR
  components, 1-4
  Control Panel tools, 4-1
  introduction, 1-1
  login window, 2-6
  navigating, 3-3
  overview, 1-1
  Release 4.0 documentation, viii
  tools, 4-1
opening the UNIX shell, 3-9
overview
  Symposium OPEN IVR, 1-1
    tools, 4-1
  system interface, 3-1

P

passwords and user accounts, 2-1
privileges
  admin, 2-4
  root level, 2-2
  service, 2-3
  user, 2-5
Prompt Loading Facility (PLF)
  recording prompts, 4-7
Prompt Management tools, 4-7

R

recording prompts, 4-7
Refresh, 3-12
Report tools, 4-5
Restart, 3-13
restricted access, 2-2
root access level, 2-2

S

screen lock feature, 2-8
screen, unlocking, 2-9
service access level, 2-3
Shared Development Environment (SDE), 1-3
shell, UNIX, 3-9
Shuffle Down, 3-12
Shuffle Up, 3-12
SmartHelp, 4-8
software development
  Dedicated Development Environment (DDE), 1-2
  Shared Development Environment (SDE), 1-3
standard window features, 3-1, 3-2
Start
  Control Panel, 3-12
  XBiff, 3-12
  XCalc, 3-12
  XClock, 3-12
  XEyes, 3-12
  XLoad, 3-13
  XLogo, 3-13
  XMag, 3-13
  XMan, 3-13
startup system, 2-6
Symposium OPEN IVR
  components, 1-4
  Control Panel tools, 4-1
  introduction, 1-1
  login window, 2-6
  navigating, 3-3
  overview, 1-1
  Release 4.0 documentation, viii
system
  access levels, 2-2
  architecture, 1-3
  interface, 3-1
  interface, overview, 3-1
  startup, 2-6
System Console window, 3-7
System Vshell, 3-12

T

title bar, 3-5
tools, 4-1
  administration, 4-3
  Application, 4-6
  backup, 3-12
  exit, 3-13
  kill, 3-12
  Prompt Management, 4-7
  refresh, 3-12
  Report, 4-5
  restart, 3-13
  shuffle down, 3-12
  shuffle up, 3-12
  start control panel, 3-12
  start XBiff, 3-12
  start XCalc, 3-12
  start XClock, 3-12
  Start XEyes, 3-12
  start XLoad, 3-13
  start XLogo, 3-13
  start XMag, 3-13
  start XMan, 3-13
  System Vshell, 3-12

U

UNIX shell, 3-9
  exit, 3-9
  opening, 3-9
unlocking the screen, 2-9
user access level, 2-5
user accounts and passwords, 2-1

W

window
button, 3-5
button menu, 3-6
features, standard, 3-1, 3-2
layout, 3-5
System Console, 3-7
Windows MMI, 3-10

X

XBiff, 3-12
XCalc, 3-12
XClock, 3-12
XEyes, 3-12
XLoad, 3-13
XLogo, 3-13
XMag, 3-13
XMan, 3-13

Symposium OPEN IVR

Getting Started Guide

Toronto Information Products
Nortel
522 University Avenue, 14th Floor
Toronto, Ontario M5G 1W7

© 1998 Northern Telecom
All rights reserved

Information is subject to change without notice. Northern Telecom reserves the right to make changes in design or components as progress in engineering and manufacturing may warrant.

Symposium, OPEN IVR, and Nortel are registered trademarks of Northern Telecom in the U.S. and Canada. Meridian 1 is a registered trademark of Northern Telecom. APERTUS EXPRESS is a registered trademark of Computer Network Technology, Inc. DEC and VT420 are registered trademarks of Digital Equipment. Corporation. HP, LaserJet, and ThinkJet are registered trademarks of Hewlett-Packard Company. INGRES and OPENINGRES are registered trademarks of Ingres Corporation. ODT is a registered trademark of On Demand Technology. Oracle is a registered trademark of Oracle Corporation.UNIX is a registered trademark of Novell, Inc. WINDOWS NT is a registered trademark of Microsoft Corporation. SCO is a registered trademark of The Santa Cruz Operation, Inc. X Window System and X are trademarks of the Massachusetts Institute of Technology.

Product release: 4.0
Document release: Standard 1.0
Date: July 1998

Printed in United States of America